



NOTICE OF POSITION VACANCY

UNITED STATES PROBATION OFFICE
NORTHERN DISTRICT OF ILLINOIS

POSITION TITLE: **PC SYSTEMS SUPPORT SPECIALIST**

DUTY STATION: **CHICAGO, ILLINOIS**

STARTING SALARY: **CL 25 (\$39,198 - \$63,732)**

CLOSING DATE: **Open until filled (Apply by July 18th, 2008 to ensure consideration)**

POSITION DESCRIPTION:

This position is located in the federal probation office in Chicago, Illinois. The major duties are to:

- Respond to help desk calls and work requests, log computer problems, and assist with routine problems. Provide information and assistance to users on applications such word processing, e-mail and internet. Assist with creating and maintaining user accounts and providing end user training.
- Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure and install hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties and provide cabling support.
- Prepare and maintain documentation and standard operating procedures. Troubleshoot hardware and software problems. Analyze help desk log. Create and maintain user accounts. Customize programs for local needs. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment and software updates.

REQUIREMENTS:

To qualify for this position an individual must have a minimum of a high school diploma or GED/equivalent and three years of experience in general PC support. An Associate's degree, Bachelor's degree or computer related professional certification is desired. Education above the high school level may substitute for some of the required experience. Candidates should have a thorough working knowledge of Windows XP- based Intel computer systems, Symantec virus protections, electronic mail, hardware and software installation and repairs, application support, data communication functions and training. Additional requirements include mastery of the latest available electronic technology and hardware and software programs. Knowledge of basic network connectivity and the ability to troubleshoot basic network access issues is required. A basic working knowledge of systems BIOS, ATA hard drives, controllers, video cards, and motherboards is required. Skill and knowledge of peripheral devices such as printers, scanners, keyboards, video-conferencing equipment, help desk software and cabling would be helpful, but not required. The incumbent must be a self starter, mature, and have the ability to exercise good judgement. Excellent oral and written communications skills are required. This position may require evening and/or weekend

work, as well as travel to divisional offices as needed.

TO APPLY: Submit a cover letter with resume and/or application with salary history to:

**United States Probation Office
Attn: Human Resources
55 East Monroe, Suite 1500
Chicago, IL 60603**

Applications may be obtained on the U.S. District Court Web page at: www.ilnd.uscourts.gov/hr2 or by calling (312) 435-5729. Due to the volume of applications received, the office may only communicate with those individuals who will be interviewed.

Applicants selected for interview must travel at their own expense, and relocation expenses will not be reimbursed. Applicants selected for interview will be administered job relevant test(s). The final candidate will be subject to a background criminal history check before employment offer is made. All federal employees are subject to a 12-month probationary period from date of hire.

BENEFITS:

Employees of the United States Probation Office are not subject to the regulations of the Civil Service Commission. They are, however, federal employees of the Judicial Branch and are entitled to most of the same benefits as other federal government employees. Some of the benefits are:

- Up to 13 days paid vacation per year for the first 3 years of employment, thereafter, 20 to 26 days per year, dependent upon the length of federal service.
- Mandatory participation in the federal retirement system and social security system.
- Optional participation in the federal health insurance program of your choice.
- Optional participation in a group life insurance program.
- Optional participation in a group long term care insurance program, long term disability insurance program, as well as flexible spending accounts.
- Optional participation in the Thrift Savings Plan (401k Plan) with employer matching dollars.
- A minimum of 10 paid holidays per year.
- Excellent opportunities for with-in grade salary increases based upon performance.

When computing leave accrual and retirement benefits, time in service with other federal agencies, as well as time for prior military service is taken into consideration.

THE UNITED STATES COURTS IS AN EQUAL OPPORTUNITY EMPLOYER